

Governor Rell, DMV Kick Off Donate Life Month

By Ernie Bertothy

Over 900,000 Connecticut residents have done it. With the help of DMV, the hope is more people will follow in their footsteps and become organ donors.

On April 7, Governor M. Jodi Rell marked National Donate Life Month at the University of Connecticut Health Center to raise awareness of the importance of becoming an organ donor and praised the 900,000 Connecticut residents who have signed up to help others in a time of need.

DMV Commissioner Ralph J. Carpenter, several organ donation organizations and state officials joined Governor Rell in honoring Connecticut's donors for their generosity.

"Imagine if one of your family member's survival depended on the donation of an organ," said Governor Rell. "You would want to know that there are people waiting to help with the right match. Connecticut citizens are generous and caring people – but we all need to do more to help save lives.

"There are over 650 people in Connecticut on the waiting list for a donated organ. I want to encourage our residents to keep the list of donors growing and growing," the Governor said.

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Governor M. Jodi Rell marked Donate Life month with Commissioner Ralph Carpenter and organ donation organizations to raise awareness on the importance of becoming an organ donor.

■ Helping Others

DMV Employees Give the Gift of Life at Blood Drive

By Kelly Manning

Five-year-old Mariah Lynn Boria, who was diagnosed with acute lymphoblastic leukemia four months ago, inspired DMV employees to give blood at the agency's March blood drive. Mariah's parents, Yolanda Cruz, of the Phone Center, and Robert Boria, of Insurance Compliance, know that their co-workers made a difference in their daughter's life.

Sixty-eight employees signed up to donate blood. With 15 deferrals because of issues such as low iron count and illness, the Red Cross gained 53 productive pints from DMV employees.

"The blood drive was a great success," Yolanda said. "It meant a lot that all the employees donated in honor of Mariah."

At one point in her battle against the

illness, Mariah needed up to three blood transfusions a week. For the next two and a half years, she will continue to receive blood transfusions regularly along with other treatments.

"If it wasn't for the many wonderful people who donated blood, our daughter would not be here with us today," Yolanda said.

DMV Commissioner Ralph J. Carpenter was among the 53 blood donors.

"Employees at DMV are very generous," Commissioner Carpenter said.

"When we have the chance to help someone, employees here do their part.

Giving blood is giving the gift of life and in this instance it is helping to save a

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Be Sure to Tip Your Waiters May 25

For one night next month, I'll be happy to take anyone's order.

Myself, along with our Deputy Commissioners Tony Portanova and Willie Ramirez, and a group of law enforcement officials will be accepting orders, serving meals and going from table to table for an outstanding cause.

The event, known as "Tip-A-Cop," benefits Special Olympics Connecticut and will take place at Coach's Sports Bar and Grille in Hartford on May 25. Tips received that night will go to support the Special Olympics.

I have been involved with this event in the past, and it involves a lot of running around. But, it really is worth it.

The event will happen from 5 p.m. to 9 p.m. For those that are not familiar with Coach's, it is located on 187 Allyn St. – I hope to see you there!

Speaking of occasions, I had the pleasure of participating in several agency-related functions over the last month. Each of which had a special meaning.

Earlier this month, our agency contributed to a recognition event for Donate Life Month. As I'm sure you know, DMV acts as a gateway for people to sign up to donate their organs and tissue. I was very proud to tell people that we have made the process for signing up to become a donor even easier.

Staying on the topic of donations, there were 68 employees that signed up to give blood last month in Wethersfield. That number is outstanding!

This particular blood drive was held in the honor of 5-year-old Mariah Lynn Boria, the daughter of our co-workers Yolanda Cruz and Robert Boria. As you may know, Mariah was diagnosed with acute lymphoblastic leukemia four months ago.

I would like to commend Nancy Dumais, of Customer Support Services, who does a wonderful job coordinating these blood drives in Wethersfield. It was a tremendous turnout that says a lot about the agency's willingness to lend a hand.

On April 4, I had the honor of presenting Antionette Reid, of our Bridgeport office, with an engraved plaque for her efforts in

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Commissioner Ralph J. Carpenter



Spring Gathering is a Month Away!

By Marj Knecht

Spring is in the air! The Employee Recognition Committee is finalizing preparations for the agency-wide Spring Gathering. The event will take place on Saturday, May 20 at the Irish American Club in Glastonbury from 6 p.m. to 11 p.m.

There will be phenomenal door prizes and a terrific D.J. on hand, who takes song requests and is arranging a special guest appearance to liven things up! There will be plenty of good food and dancing.

The Spring Gathering promises to be one of our best agency parties yet so don't delay in obtaining your tickets from Anthony Webb at 6251, Beth Kleina at 5380, Michele Walden at 5220 or myself at 6003. If you let us know early enough, you can reserve a table for your party of eight.

For amusement park enthusiasts, season passes for Six Flags are now available until early June at a reduced cost. The ERC also has single-day tickets for Lake Compounce and Six Flags. Tickets can be purchased by contacting Anthony, Beth, Michele or myself.

We are in the planning stages of a "book swap" for the month of June for all those avid vacation readers. Also, we are tossing around the idea of sponsoring an employee Craft Fair. If you have any thoughts or suggestions you'd like to share with us, please contact your ERC representative or make a suggestion through the DMV Intranet site, at ct.gov/insidedmv

As always, we wish to express our appreciation to all DMV staff for their continued support and patronage. For details of upcoming events, be sure to check Inside DMV.

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Bridgeport Office

Spring is in the air and baseball talk fills the Bridgeport Office. Manager Carol Sinnott reports happenings to the Yankees, Mets, Braves and even the dreaded (to her) Red Sox fans. All the fans are co-existing in the office with rivalries remaining somewhat friendly.

Bridgeport said goodbye to employees Eric Ganser and Keenya Sparks, who are returning to the Norwalk office. We will miss them!

We would also like to honor Antionette "Mikki" Reid, who found a small purse with \$2000 cash and turned it in. We're proud to have Mikki as a co-worker!

Danbury Office

Spring is hopefully on the way! The flowers are blooming here in Danbury and the bunnies are grazing (with a little help from Francine Lapointe.) We hope everyone had a wonderful Easter!

Dealers and Repairers

Dealers and Repairers would like to welcome its new employee, Julie Vadnais. She is an Examiner Specialist transferring from Norwich to Wethersfield. Julie will be working as a part-time clerk helping with complaints, insurance and a host of other duties in the division. Please join us in extending a warm welcome to Julie.

Also, a special recognition goes out to Tony Ruggiero and Janine Stevenson, who have developed a new procedure for the ordering of dealer plates. This new process eliminates the need to pay a vendor's fees and significantly reduces the labor requirement by DMV staff. Great work Tony and Janine!

Emissions Division

We would like to extend our deepest sympathy to Dick Frascarelli. Dick's brother, Joseph A. Frascarelli, a World War II veteran, passed away in March. You and your family are in our thoughts and prayers.

Enfield Office

Happy spring from Enfield! We'd like to again say a sad farewell to Charlotte Cardona. Don't forget us Char, as we'll never forget you. We hope you enjoyed your retirement party as much as we did. What a wonderful tribute for you with the overcrowded room. Thanks for everything and remember to have fun during retirement!

A warm welcome goes to Mary Santangelo, our new manager. We're hoping she's as happy here as Charlotte was. We also have an overdue welcome for our maintainer, Steve Gagliardi, who has shaped our office up remarkably. Thank you Steve for all of your organization. We also want to welcome Jesus Colon, our new inspector agent. He's a real asset to our office.

Around The Agency

Medical Review Unit

Denica Chalwell would like to thank her friends and co-workers for their kindness and generosity they have shown to her and her

family after the loss of her sister, Nellie.

New Britain Office

Spring greetings from the New Britain Office! We finally saw a robin the other day so we think spring has finally sprung! We have a lot of happenings going on in April:

Phil Rothstein's daughter, Rachel, will be becoming a Bat Mitzvah. This is a very important day in her and her family's life. Congratulations!

Lisa Miribelli gave birth on March 15 to a beautiful baby girl, Alyssa, who was 8 pound, 4 ounces and 19 inches. Both mother and child are doing well.

Betsy Silvestri's daughter, Stephanie, will be attending St. John's University this fall. We wish her lots of luck! It should be a great experience for her. We know Betsy won't be leaving us any time soon.

Barbara Zablocki will be getting married on April 22! She will be going on her honeymoon to the Mayan Riviera. Barbara is lucky to be young and in love and away from work. Good luck to her and Karol.

Joel Karabeinikoff will be starting softball soon. His team, Jemar, will be competing for the nationals again, which they have made it to three years in a row. Joel is one of the team's pitchers.

Amelia Ondrush's son, Pedro, just returned from a class trip to Washington, D.C. They went to the Capitol to learn all about how our legislation works. While there the government television station was filming a program and Pedro made it on television. Talk about being at the right place at the right time. Good for him.

Aunt Jane McFarlane's influence is rubbing off on her 3-year-old nephew

Connor. Someone took one of his toys at daycare and Connor hit him to get his toy back. Now everyone knows if you take any of Jane's things from her desk the same thing will happen to you.

Welcome back to Steve Wroniak, Holli Collins and Phil. They all had surgery and are doing well. Steve has been telling us about this mint car he's been working on. He says it's a 1969 Corvette, but no one has seen it yet. We asked him to drive it to work some Saturday, but he'll only bring it in if there's no dirt on the road. I guess we'll never see it. If we're lucky he'll show us some pictures.

Norwich Office

Speedy recovery wishes go out to our manager Karen Smith after recently having back surgery. Hope you are
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Rachel Young, Martha Egozcue and Agent Andrew Saltus of the Old Saybrook Office decorate the break room for a Mexican theme party.

Around the Agency

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back to your "old self" in no time. Thanks to Greg Pardo for the great job he has been doing to fill her shoes while she's out!

Rosemary O'Lone has recently adopted a new puppy, Stormy Blue Topaz, a border collie with two different eye colors. Stormy was born on New Years day and flew in recently from Idaho. Both pup and mother are doing fine. Good Luck to Rosemary!

Waterbury/Winsted Offices

Happy April birthdays to Jerry Speight and Judith Johnston who share the same day on the 19th (no wonder you two get along so well!). A birthday wish also goes out to Lucille Barra, whose birthday is on April 26.

Our deepest sympathy goes out to Cindy Burns on the sudden loss of her mother, as well as to Anne DeMartino on the loss of her mother-in-law and to Joyce Nowell on the loss of her grandmother. You and your families are in our thoughts and prayers.

Welcome to Janice Gugliotti, who is training here from the Wethersfield Office. Glad to have you! Also, good luck to Elia Iannaccone, who just went back to the Norwalk Office after training. It was a pleasure working with you!

The employees in the Winsted Office had their annual Corned Beef and Cabbage Dinner on Thursday, March 16. Thanks Chef James for doing all the work. It was delicious!

Congratulations to Matthew Brenner (Doreen's son) who recently received his first belt in Karate. Also congratulations to Paul and David Holtman (sons of Heidi) for the awards they received in school. David has had perfect attendance since the start of school and Paulie received a Good Citizenship Award for showing good conduct in the classroom. Good job boys.

Nancy Carrasquillo's new grandson is doing great. He is 4 months old and weighs a healthy 22 pounds. Wow!

Sometimes committing a random act of kindness can make an overwhelming difference in a person's life. Recently two examiners went that extra mile to help people in need. Examiner Patricia Fitzgerald helped out an elderly gentleman recently with getting a duplicate title. He lives in assisted living with his disabled wife and it was very difficult for him to get to DMV. He was forever grateful for what she had done for him and sent her a nice note telling her how kind she was to him and he was blessed by God for her kindness.

Examiner Dawn Marie Devaux waited on a lady who had had her pocketbook stolen while she was eating at a local soup kitchen. The person who stole her pocketbook then proceeded to go on a shopping spree at area gas stations and racked up hundreds of dollars in charges. This girl and her husband, who had lost his job, were already going through a difficult time, and she was out of a license. Dawn Marie felt so sorry for them after seeing the police report that she volunteered to pay the \$30 for the duplicate license knowing the couple did not have the money.

Also, Andrea DeNicola and Lori Druan were recognized by Barbara Tanuis and Commissioner Carpenter for filling in and helping out in the absence of the managers recently in the Waterbury Office.

The Waterbury office has an ongoing collection for Safe Haven, a local shelter for women and children. Employees recently donated Easter candy to the collection. Hopefully it made the lives of those who are less fortunate a little better.

Wethersfield Office

We would like to thank Peter Gruener and Charlayne Sierota for coming up from the Hamden Office to help out in our office. We really do appreciate it. A congratulations goes out to Nicole Varney and her family who recently purchased a new home. They are also expecting a "new addition" to their family! Congrats Nicky! We must also congratulate Heather Zace on her anniversary of 19 years of DMV service. Way to go Heather!

A Note of Thanks From Cindy Cooper

I would like to take this opportunity to thank all of my friends and fellow DMV employees for their kindness and generosity during this extremely difficult time. It's very comforting to know how many people have been thinking and praying for my family. I never thought that I too would be losing a parent this year, it's a long and tedious journey but a little less bumpy thanks to all of you.

Thanks again,
Cindy Cooper

The Magic Fifteen

The answer to last month's brain teaser from Danbury.

2	7	6
9	5	1
4	3	8

Each row adds up to 15!

Bridgeport Employees Play Sherlock Holmes

By Ernie Bertothy

It was the case of the missing purse. Money-Intrigue-A hunt for the owner! All these elements from a good mystery that faced detective master Sherlock Holmes also confronted Bridgeport Motor Vehicle employees late last month.

DMV employees used, like Holmes, superior detective work to return nearly \$2,000 in cash to a Fairfield customer, along with numerous credit cards and other personal items. In the end, the case was cracked, a customer was thrilled and an employee was recognized for her honesty and excellent customer service.

"It is this type of story that makes you proud to be a DMV employee," said DMV Commissioner Ralph J. Carpenter.

The tale of mystery began March 25 when a customer came to DMV's Bridgeport Branch Office to take a driver's test. However, the customer never completed the test and forgot her purse when she left the building. Employees who discovered it found no address for the customer. Information from her DMV paperwork was still being processed and had yet to be entered into the agency's computer system.

Employee Antionette Reid, who found the purse, gave it to her supervisor, who locked it in a safe. On March 28, the next business day, DMV employees searched the purse for contact information. They discovered among the items a scrap of paper with a phone number and a name different from the credit cards.

Carol Sinnott, the Bridgeport office manager, called the number and was able to locate a phone number for the purse owner, and the customer picked up her purse later that day.

"I congratulate Antionette and the Bridgeport staff for their efforts to assist this unfortunate customer," said Commissioner Carpenter.



Commissioner Ralph Carpenter Presented Antionette "Mikki" Reid with an engraved plaque for her efforts to provide excellent customer service. Also pictured is Bridgeport Branch Manager Carol Sinnott and Deputy Commissioner William Ramirez.

The grateful customer wrote a letter to the Commissioner to thank DMV for its efforts.

"It gives me great happiness to be a witness to such inherent honesty and perseverance," the owner of the purse wrote in a letter to Commissioner Carpenter. "I am extremely grateful to everyone who made this outcome possible."

Antionette, who has spent the past four years at the Bridgeport Branch Office, said her first instinct was to find the rightful owner.

"It was no big deal," Antionette said. "The purse wasn't mine,

so you just return it. That's just what you do."

She later added, "Any of my co-workers would have turned in the money. It just happened to be me who found it."

Commissioner Carpenter, Deputy Commissioner Willie Ramirez, Branch Operations Bureau Chief Barbara Tanuis, Branch Operations Division Manager Mary Lynch and Bridgeport office staff honored Antionette during a ceremony in Bridgeport on April 4. Commissioner Carpenter presented her with an engraved plaque, while a few of Antionette's colleagues gave her movie passes to recognize her for her good deed.

"I want employees to know that their work and dedication doesn't go unnoticed or unappreciated," Commissioner Carpenter said. "Antionette did the right thing and I commend her for that."

Five-Year-Old Inspires Employees to Give Blood

Continued from page 1

child's life."

The DMV has had three blood drives in less than a year and with every blood drive there is an increase in participation.

"This blood drive meant a lot to me because after working with people who have family members with leukemia, I realized how much blood is needed in the children's hospital," said Blood Drive Coordinator Nancy Dumais, of Customer Support Services. "Some of these children survive just because of these transfusions."

According to the American Red Cross, 650 pints of blood are needed everyday to satisfy hospital demands in Connecticut, but less than 5 percent of the people in Connecticut donate blood.

"The DMV is more than eager to do anything the Red Cross needs of them," said Elaine Bruemmer, account executive at the American Red Cross Services. "When there is a personal story like this one, it increases awareness because people aren't just thinking of a needle, they are putting a face to the cause."

Do Your Part, Become an Organ Donor

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Connecticut, which has participated in collecting donor names for nearly 30 years, has taken a lead role in New England in offering state residents the opportunity to become an organ and tissue donor without having to come to a DMV office.

Beginning earlier this year, licensed drivers and state-issued I.D. holders have had the opportunity to sign up to become donors by either calling the DMV for a sign-up card or downloading it from the DMV's Web site.

To sign up, customers request a change of address card because it provides the option to register as an organ and tissue donor. Customers fill out the organ donor portion of the card, sign it and send it back to DMV. Their names are then placed on the New England Organ and Tissue Donor Registry and a red heart sticker is provided to show that the license holder is an organ donor.

"We're very excited to have a role in making the donor process easier," Commissioner Carpenter said. "The agency encourages all Connecticut residents to consider signing up as organ and tissue donors."

Along with Governor Rell, speakers at the event included Commissioner Carpenter, State Representative and Speaker of the House James A. Amann and his wife, Terri, who received a kidney transplant about a year and half

ago. In addition, Debbie Savaria, Executive Director of LifeChoice Donor Services, spoke on behalf of her organization as well as the National Kidney Foundation of Connecticut, New England Organ Bank and Donate Life Connecticut. State resident John Emblidge, who received a kidney and liver transplant last year, also shared his experience.

To help further the organ donation cause, DMV provides a weekly updated list of potential donors to organ procurement organizations, such as LifeChoice Donor Services and the New England Organ Bank. These organizations help link the potential organ donor to the potential recipient.

Also, each year DMV, Donate Life Connecticut and United States Postal Service work together to sponsor the annual Organ and Tissue Donation Poster Contest for Connecticut high school students. The contest allows students to create posters that promote organ and tissue donation and educate young adults and their families.

The result of the signing up to donate could be life saving.

"My organ transplants were made possible by a donor whom I had never met," John said at the event. "(It was) someone who had signed up to be an organ donor years and years ago when he got his driver's license."

H.R. Thought You Should Know

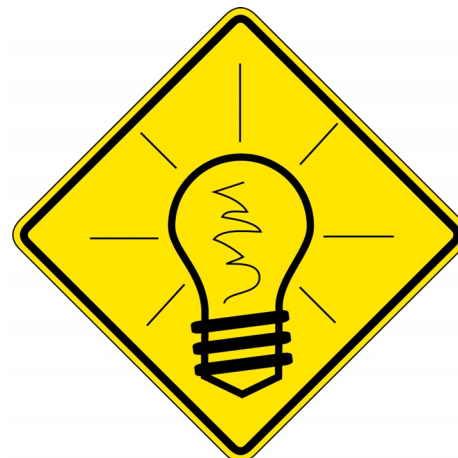
Be a Self-Starter

If you are a self-starter, your supervisor knows it! He or she will put less pressure on you because they know you are a creative person who stays on task and can get the job done. As a trusted employee, you require little supervision.

The DMV encourages you to motivate yourself and to accomplish your objectives and goals. To become a self-starter, decide what goal you would like to achieve. Set your goals high, and they will motivate you.

A few tips to become a self starter:

- Always define what you want to accomplish so that as you complete one goal, another takes its place.
- Evaluate your progress on a regular basis.
- Make commitments that force you to stay on task and make your deadlines.
- Avoid procrastination and distraction, which are the greatest obstacles to acquiring a reputation as a self-starter.



IDEA ZONE

**Department of Motor Vehicles
Employee Suggestion Program**

Put Your Ideas to Work
E-mail: DMV.Suggestions@dmvct.org

Commissioner: May I Take Your Order

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returning a purse with nearly \$2,000 to a customer who left it at our office. Antionette's actions are another example of the good things happening here day after day.

While on the topic of the good things, the appreciation letters keeping rolling in to my office.

George Edelman, of Fiscal Services, went the extra mile to help out a customer who had a paperwork mishap.

"(George)... seems to like his job, and does it in a way that the person on the phone knows that he cares enough to listen and does his personal best to help." Nice work, George.

Another letter I received underscored the true meaning of a joint effort.

The president of a car dealership wrote in to praise our agency after several transactions resulted in a satisfied customer. The customer noted the assistance of Ken Beausoleil, Pam Harrison, Howard Koenig, all of Dealers and Repairers, along with Ralph Cafiero and Rhonda Potts, both of our Norwalk office.

The customer wrote, "I wish to express my sincere appreciation of the services extended to me personally and my company."

Now that's teamwork.



Thursday May 25th

5p.m. - 9 p.m.

**Coach's Sports Bar & Grille
187 Allyn Street - Hartford**

Stop in and let a commissioner and top law enforcement official serve you, so we can all serve the cause of Special Olympics Connecticut.

■ In Pursuit of Quality

DMV Lends a Hand to State Agency to Prevent Fraud

By Kelly Manning

Sometimes two state agencies are better than one!

The DMV has teamed up with the Division of Special Revenue (DOSR) to implement a new requirement that every lottery sales agent have a photo on file.

"DOSR hopes the new photo requirement will help prevent criminal activity," said Lynn Blackwell, of the Document Integrity Unit.

DOSR was considering scanning old photos or taking new photos of all 6,000 of their lottery agents until it began to collaborate with DMV. Together, the agencies are able to avoid duplicate of both effort and expense.

Because lottery sales agents handle state money, DOSR now requires agents to provide photos of all persons involved in lottery transactions. This mandate is the first major change in more than 30 years in the licensing of lottery sales agents.

The lottery sales agents have various options on how to fulfill the photograph requirement. The preferred method is for them to complete a form, which authorizes DOSR to obtain their driver's license or identification photograph from the DMV.

"The IST Division designed an automated procedure to process DOSR batch records and give each agent's DMV photo to DOSR," said Lynn, who has been working on the project with Captain John Herman, of Compliance Review, and Naveen Prathikantam, of IST. "This will help assure that the agent is being licensed under his or her true identity."

Lottery sales agents can also have their photograph taken at DOSR or can submit a colored passport photograph. DMV will match these photographs to the photographs in its licensing system to ensure that none of the agents are licensed under multiple names.

"We will help confirm an agent's identity by using our existing image retrieval process," Lynn said. "This gives DOSR another tool as they attempt to ensure their lottery agents are who they say they are."